

Figure 1

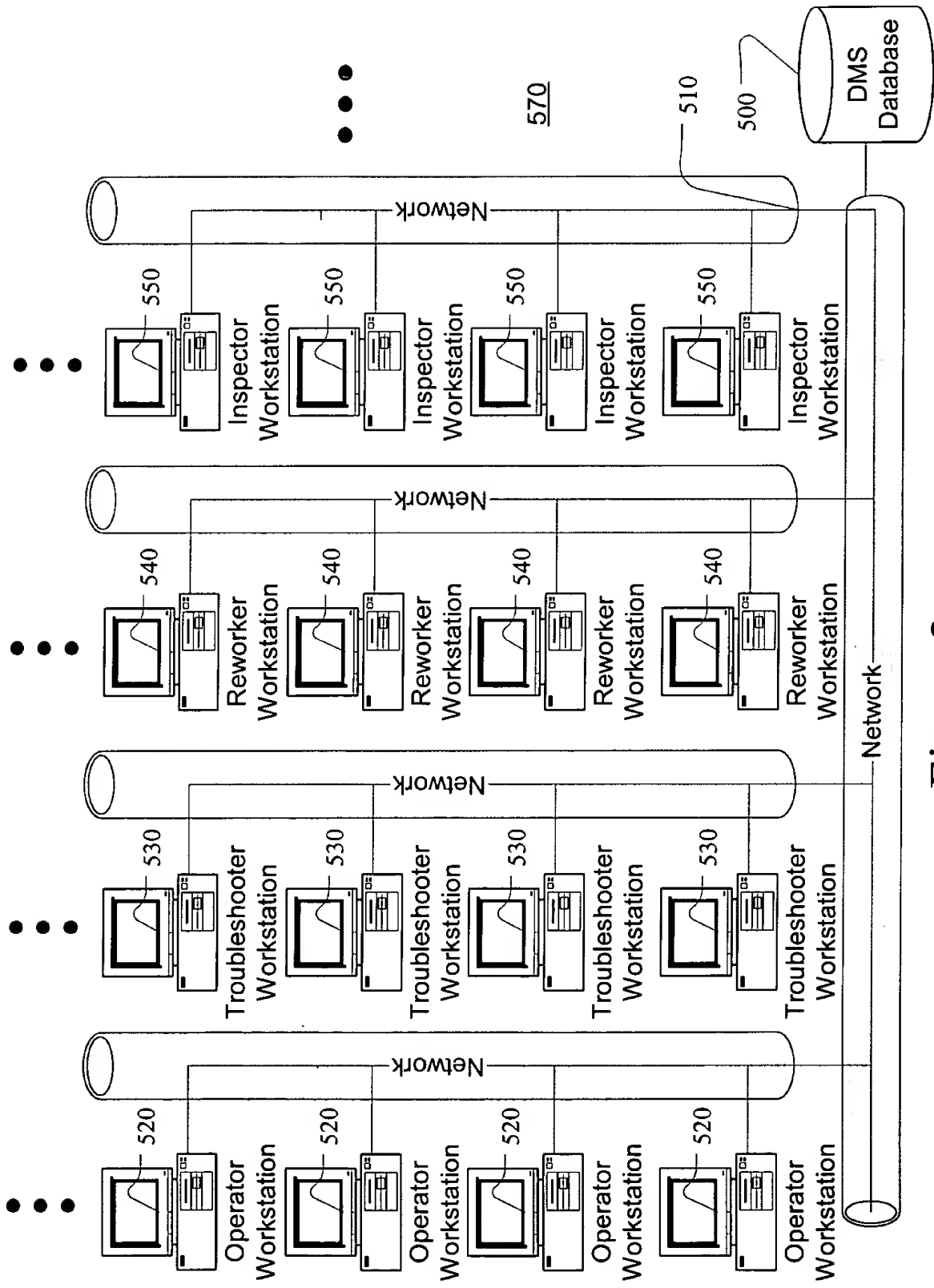


Figure 2

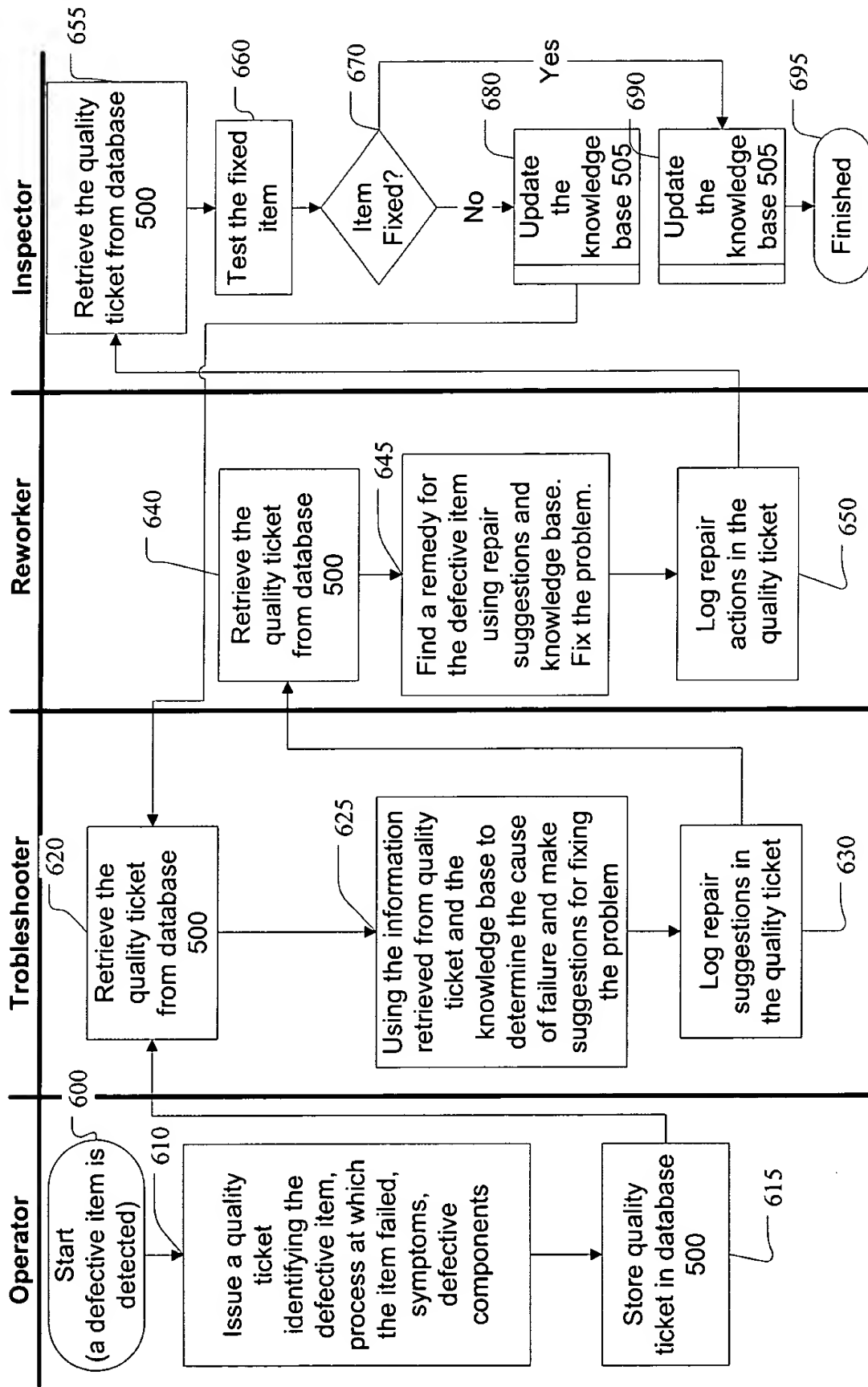


Figure 3

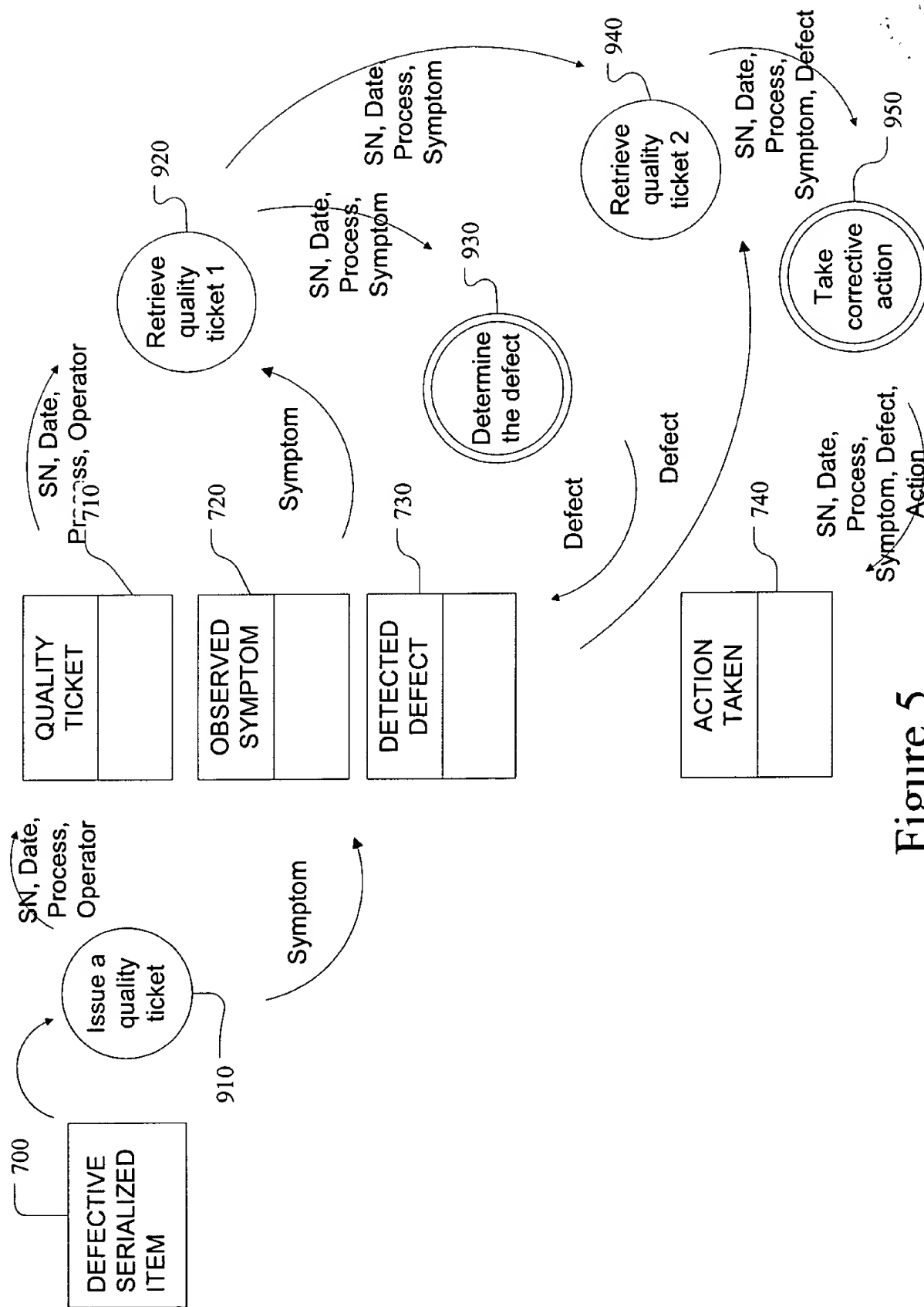


Figure 5

Quality Ticket (V 1.2.2)

10 15 20 25 30 35 40 45 50

Serial Number

Ticket

Module Info

Application

Part Number

Description

Revision

Close Quality Ticket

Area Of Operation

Symptom

Indicated By

Process (Test Stage)

Symptom Category

Process Step (Test)

Symptom

Comment

Quality Ticket Explorer

DCS Support

Current Operator

Save

Cancel/New

Defect

No Defect

Close

95 105 110 115 120 130 135 140

Figure 6a

10

15

20

27

30

35

40

45

5a

Serial Number:

Look up

Ticket:

Close Quality Ticket

Serialized Item Factory Data

Application

Part Number

Description

Revision

50

Area Of Operation:

System Test

Symptom

Process (Test Stage):

CIAO 1

Process Step (Test):

DT

Comment:

Quality Ticket Explorer

OCS Support

System Test

7

Save

Cancel/New

Defect

No Defect

Close

C:\ENA\dmstestuser1.CIENA\dmstestuser1

95

105

110

115

120

130

135

Figure 6b

[illegible]

Figure 7

T08080" 16642860

Quality Ticket Explorer

Serial Number

M0000001

Lookup

Filter

☐ Both ☐ Opened ☐ Closed

Module Info.

Description

ADM1.DROP1374.15.161193.7THRU194

Part Number

130-0466-900

Revision

001

Quality Ticket(s): 101

Serial Number: M0000001

663 [CLOSED] 4:53:00 PM

Test: OET1-Termination BER T

TestStage: OET1 Test

664 [CLOSED] 5:20:00 PM

1277 [CLOSED] 11:00:00 A

4895 [OPEN] 1:23:00 AM

4896 [OPEN] 1:25:00 AM

4897 [CLOSED] 11:45:00 A

4900 [CLOSED] 4:18:00 PM

4901 [CLOSED] 5:05:00 PM

4902 [CLOSED] 5:06:00 PM

4903 [CLOSED] 5:20:00 PM

4904 [CLOSED] 5:28:00 PM

4905 [CLOSED] 5:29:00 PM

4906 [OPEN] 5:51:00 PM

4908 [CLOSED] 2:41:00 PM

4909 [OPEN] 2:44:00 PM

4910 [CLOSED] 2:46:00 PM

4911 [CLOSED] 2:48:00 PM

4912 [CLOSED] 2:55:00 PM

4913 [CLOSED] 2:57:00 PM

Quality Ticket 663

ON/A -> N/A

Fiber Defects -> Broken Fiber

Fiber -> Remove & Replace

Software Defects -> Wrong Software at Test Station

Visual -> Secure

Action: Visual -> Secure

Operator: Niaman Kazemi

Time: 5:11:43 PM

Workstation: OCS_WS01

Comment:

Components:

Feedback: Problem was fixed

Close

Figure 8

140

70

80

90

50

75

85

7a

200

280

210

290

385

315

310

320

335

360

350

Defect/Action Information for Quality Ticket: Ticket#: 4895 [SN: M0000001: PN: 130-0466-900: Rev: 001]

Operator: CIENA\dmstestuser1

Process (Test Stage): OT1 - Rx

Symptom Category: 1-N/A

Comment:

Area of Operation: 10G

Process Step (Test): RX grating test

Symptom: N/A

Defect

Defect Category:

Components:

Comment:

Troubleshooting Guide

Save

Defect

Action

Component

To get the detailed information on each defect double click on the corresponding row or click on the Feedback button

Status	Defect Category	Defect	Reference Designator(s)
Not Fixed	Component Defects	Damaged	YERE, EEE
No Action	Component Defects	Damaged	tmdd
No Action	Component Defects	Damaged	GGG, DFDD, DDD
No Action	Component Defects	Damaged	

Feedback

Close

7

System Test

CIENA\dmstestuser1

Figure 10b

70 80 295 75 85 8

Defect/Action Information for Quality Ticket: Ticket#: 416 [SN: M00000002; PN: 130-0466-300; Rev: 001]

Quality Ticket

Symptom Info:

Process (Test Stage): T3 Test

Symptom Category: T3 Port Tables

Symptom: N/A

Comment: Testing/Ignore

Initiated by: CIENAVmnojara, CIENAVmnojara

Defect

Action

Action Category: [Dropdown]

Components: [List Box]

Comment: [Text Area]

Resolver: [Text Box]

Feedback: [Problem was fixed] [Problem was not fixed]

Saves Cancel

Defect List and Details

Defect Category	Defect	Time
Fiber Defects	Broken Fiber	12/20/00 8:45:00 PM

Area of Operation: 1

Current Operator: CIENAVmnojara, CIENAVmnojara

Close

300 385 364 366 330 340 350

200 380 305 390 360 307 310 320

Figure 11a

140708029585

Defect/Action Information for Quality Ticket: Ticket#: 4895 [SN: M0000001; PN: 130-0466-900; Rev: 001]

Operator: CIENA\dmstestuser1

Process (Test Stage): OT1 - Rx

Symptom Category: T-N/A

Comment:

Area of Operation: 10G

Process Step (Test): RX grating test

Symptom: N/A

Defect

Action

Action Category: Testing2

Components:

Comment:

Testing2 Step

Action:

Save

To get the detailed information on each defect double click on the corresponding row or click on the Feedback button

Status	Defect Category	Defect	Reference Designator(s)
Not Fixed	Component Defects	Damaged	YERE, EEE
No Action	Component Defects	Damaged	tmdd
No Action	Component Defects	Damaged	GGG, DFDD, DDD
No Action	Component Defects	Damaged	

7

System Test

CIENA\dmstestuser1, CIENA\dmstestuser1

Feedback

Close

Figure 11b

70 80 295 75 85

Defect/Action Information for Quality Ticket: 420 [SN: M0000002; PN: 130-0466-900; Rev: 001]

Quality Ticket

Symptom Info

Process (Test Stage)

Process Step (Test)

Symptom Category

Symptom

Comment

Testlog

Inherited by:

CIENA Vanojara, CIENA Vanojara

Defect

Action Category

Fiber

Components

U-666

Comment

Testing

Reviewer

CIENA Vanojara

Readbugs

Action

Remove & Replace

Defect List and Details

Defect Category	Defect	Test/Defect	Log Defect time
Fiber Defects	Broken Fiber	CIENA Vanojara, CIENA Vanojara	12/21/00 10:50:00
Component Defects	Damaged	CIENA Vanojara, CIENA Vanojara	12/21/00 11:56:00
Fiber Defects	Broken Fiber	CIENA Vanojara, CIENA Vanojara	12/21/00 3:09:00 PM
Software Defects	Wrong Software at Test Station	CIENA Vanojara, CIENA Vanojara	12/21/00 3:16:00 PM

Testing

U-666

Area of Operation 1

Current Operator: CIENA Vanojara, CIENA Vanojara

Close

Defect Management System

Action information was logged into the database.

OK

Figure 12

75 85 9
Defect/Action Information for Quality Ticket: Ticket#: 416 (SIM: M0000002; PN: 130-0466-900; Rev: 001)

Quality Ticket

Symptom Info

Process (Test Stage) 13 Part II steps

Symptom Category N/A

Symptom N/A

Comment Testing Ignored

Initiated by: CENAVincipara, CENAVincipara

Defect

Action Category -

Components -

Component -

Reworker: CENAVincipara, CENAVincipara

Action

Action -

Feedback

☐ Problem was fixed ☐ Problem was not fixed

Save Cancel

Defect List and Details

Defect Category	Defect	Log Date/Time
Fiber Defects	Broken Fiber	8:45:00 PM

Area of Operation 1 Current Operator: CENAVincipara, CENAVincipara

Close

Figure 13 397

335

140

280

285

321

Detailed information for defect: 3305

Troubleshooter:

Defect Category:

RD(s):

Comment:

Kazemi-1, Niakam

Component Defects

YERE, EEE

Defect:

Damaged

322

380

335

Reworker:

Action Category:

RD(s):

Comment:

Kazemi-1, Niakam

Components

Action:

Cleaned

385

323

☒ Problem was not fixed

This box is to provide the system with feedback on whether the problem with the item has been fixed or not. This information is being checked when closing the quality ticket. If the quality ticket contains a defect with no corresponding action showing 'Problem was fixed' the ticket cannot be closed.

Problem was fixed

Problem was not fixed

364

366

324

350




Figure 14

386

389

388

387

Troubleshooting Guide			  	
The following is a list of the most likely causes for the specified SYMPTOM				
Defect Category	Defect	Frequency		
Component Defects	Defective Component	58		
Testing Defects	Test Error	51		
Component Defects	Damaged	26		
Fiber Defects	Broken Fiber	11		
Connector Defects	Pitted	10		
Solder Defects	Insufficient Solder	8		
Testing Defects	High Insertion loss	6		
Solder Defects	Excessive Solder	5		
Testing Defects	Proof Test Break	5		
Component Defects	Wrong Component	5		
			Close	

350

Figure 15